

Will My Phone Be Affected?

THE 60-SECOND VERSION

- 1 Find a recent phone bill and read the company name at the top.
- 2 Call the number printed on that bill — not a number from a letter or a text.
- 3 Ask plainly: are you retiring copper on my street, and by when?
- 4 Watch for official “network change” letters — and for scams that copy them.
- 5 If you can't get a straight answer, the Public Utilities Commission of Ohio can help.

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How to Check With AT&T, Spectrum & Windstream About Your Home Phone

How to find out if YOUR home phone is part of the copper shutdown.

————— **An Extended Guide · No. 1717** —————

Tech Made Simple. Service Made Personal.

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What's Inside

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SUMMARY

The 60-Second Version

In a hurry? Here's the whole thing on one page. Nobody can tell you from a headline whether your home phone is affected by the copper shutdown, because it's happening street by street and each phone company is on its own schedule. The way to get a real answer is to find out who your carrier is and ask them directly. It costs nothing and takes one phone call.

- Find a recent phone bill and read the company name at the top.
- Call the number printed on that bill — not a number from a letter or a text.
- Ask plainly: are you retiring copper on my street, and by when?
- Watch for official “network change” letters — and for scams that copy them.
- If you can't get a straight answer, the Public Utilities Commission of Ohio can help.

GOOD TO KNOW

There is no single announced shutdown date for Ohio. Anyone who tells you “your line shuts off on such-and-such a date, pay now to keep it” is not telling you the truth. Hang up and call the number on your bill.

1. Why You Have to Check for Yourself

There's no one answer that fits every house.

I get this question more than almost any other: “Bill, is my phone one of the ones that's going away?” It's a fair question, and you deserve a real answer. But here's the honest part — I can't give you that answer from a news story, and neither can anyone else, because the copper shutdown isn't one big switch. It's happening a neighborhood at a time, and every phone company is on its own clock.

What that means is simple: the only way to know about your home, on your street, is to check with your own phone company. That sounds like a chore, but it's really just one phone call and a few plain questions. This guide walks you through every step so you know exactly what to say and what to listen for.

And I want to take the worry out of it up front. Checking costs nothing. You are not committing to anything by asking. You're just gathering facts so that if a change is coming, you'll see it coming and have time to plan.

TIP

If you'd rather not make the call yourself, that's completely fine — this is exactly the kind of thing I'll do with you or for you. My number is (330) 200-8042.

2. Step One — Find Your Bill

The company name at the top tells you almost everything.

Everything starts with a recent phone bill. If you pay by paper, dig out the most recent one. If you pay online or by automatic withdrawal, the bill is in your email or on the company's website — but don't worry if you can't find it there; a paper bill or even an old one works fine for our purposes.

Look at the very top of the bill. There's a company name and usually a logo. That name is your carrier — the company responsible for your phone line. It might be AT&T, Windstream (they brand their service Kinetic), Frontier, or Spectrum. Write it down.

- 1 Find the most recent phone bill you have — paper or electronic.
- 2 Read the company name and logo at the very top.
- 3 Write that name down; it's your carrier.
- 4 Note the customer-service phone number printed on the bill too.

GOOD TO KNOW

If your phone is bundled with your internet or TV, the bill may show one company for everything. That's normal — that company is still your phone carrier for this purpose.

3. Reading the Rest of the Bill

A couple of other lines worth a look.

While you've got the bill in hand, a couple of other spots are worth a glance. They'll help you ask smarter questions and spot whether you're already on a newer service.

- The line-item for “phone” or “voice” — this is what you're paying for the phone part, separate from internet or TV.
- Any mention of “digital voice,” “fiber,” or “VoIP” — if you see those, you may already be off copper.
- A customer-service or account number — you'll need it when you call.
- The toll-free number for the company — the safe number to call.

Don't worry about understanding every surcharge and fee. The phone companies pile those on, and half of them are hard for anyone to decode. You only need the company name, the account number, and their phone number to get started.

GOOD TO KNOW

If the bill already says “digital” or “fiber” voice, your phone is likely already off the old copper — which means the shutdown may not change much for you at all. Still worth confirming.

4. Who Serves Portage County

The names you're most likely to run into.

It helps to know the players around here, because a letter in the mailbox makes a lot more sense once you recognize the name. I don't push any one of these companies and I don't earn a penny from any of them — I just want you to know who's who. In and around Atwater, Ravenna, Kent, Streetsboro, Aurora, and Rootstown, these are the common ones.

- Windstream / Kinetic — common out in the rural stretches of the county; moving customers to fiber and internet-based phone where they've built it.
- AT&T — a big traditional phone company, retiring copper broadly and steering people to its newer phone service and wireless.
- Frontier — another traditional local phone company upgrading toward fiber.
- Spectrum — the cable company; its home phone (Spectrum Voice) already rides over the internet line, not old copper.

If your bill shows a company that isn't on this list, that's perfectly fine — the exact same questions apply. The point is to deal with your real provider, because their timelines genuinely differ.

GOOD TO KNOW

Which company serves you often depends on the road you live on, not the town. Two neighbors a mile apart can have different carriers. That's why a general headline can't answer this.

5. Step Two — Call the Right Number

Use the number on your bill, and nothing else.

This is the most important safety rule in the whole guide, so I'm putting it right at the front of the calling section: when you call to ask about your service, use the phone number printed on your bill or on the company's official website. Do not call a number from a letter you're unsure about, a text message, or a voicemail that says your line is shutting off.

Scammers know the copper shutdown is in the news, and they send letters and leave messages with their own “customer service” numbers that ring straight to them. Calling the number on your real bill sidesteps all of that. You'll reach the actual company every time.

WATCH OUT

If a letter or message gives you a number and pressures you to call “before your line is disconnected,” treat it as suspicious. Set it aside and call the number on your bill instead.

6. The Exact Questions to Ask

A short script so you get a real answer.

When you get a person on the line, you don't need to sound like an expert. Just ask these plain questions, one at a time, and jot down what they say. If the first person can't answer, it's fair to ask for someone who handles copper retirement or network changes.

- 1 “Are you retiring the copper line on my street — and if so, by when?”
- 2 “Has a network-change or discontinuance notice been filed for my address?”
- 3 “What will my home phone run on afterward — fiber, internet, or wireless?”
- 4 “Will I keep my same phone number?”
- 5 “Will there be a battery backup so my phone works in a power outage?”

Write down the date of your call and the name of who you spoke with. If they promise to send something in writing, that's good — ask them to. Written answers are worth far more than something said quickly over the phone.

TIP

Keep a little notepad by the phone while you call. Having your questions written in front of you keeps the call short and keeps you from forgetting the one that matters most.

7. What a Good Answer Sounds Like

How to tell you got a real answer, not a brush-off.

Phone-company call centers vary a lot, and sometimes the first person honestly doesn't know. Here's how to tell whether you got a useful answer or a polite brush-off.

- A good answer is specific: “No retirement is planned for your area,” or “Yes, fiber is coming to your street, likely within the next year.”
- A good answer addresses your number and your backup, not just “don't worry.”
- A weak answer is vague — “nothing's changing” with no detail. Press gently for specifics, or ask for a supervisor.
- Any answer that asks for payment or your Social Security number to “keep your line” is not a real answer — it's a red flag.

If you can't get a clear answer after a couple of tries, that's not your fault. It's a sign to go to the next step — checking with the state, or letting me help you chase it down.

GOOD TO KNOW

“We don't have a date for your area yet” is actually a fine answer. It means you have time, and you can check back in a few months rather than rushing into anything now.

8. Recognizing an Official Letter

What a real network-change notice looks like.

When a phone company plans to retire copper in an area, there's an official process behind it. A legitimate notice is calm and informational. It explains that the company is filing a “network change” with the Federal Communications Commission, that the filing starts a process, and that a team will contact affected customers later to arrange the move.

A real notice usually points you to the company's own website for the full list of affected addresses. Importantly, a genuine letter often says there is nothing you need to do right now. It does not demand money, it does not ask for your Social Security number, and it does not threaten to cut you off tomorrow.

- It names your actual phone company and matches the name on your bill.
- It refers to a “network change” or “discontinuance” and mentions the FCC.
- It gives a timeline measured in months, not “act today.”
- It points to the company's real website for details.

TIP

Keep any official letter in a folder with this guide. When it's time to make a decision, you'll have the paperwork and the date right there instead of hunting for it.

9. Spotting a Scam Letter or Call

The copper shutdown is a scammer's favorite story.

Here's the hard truth: any time there's news about phones changing, the scammers come out. They send official-looking letters and leave urgent voicemails, all designed to scare you into paying or handing over personal information to “keep your line on.” Knowing the tells makes you almost scam-proof.

- Urgency — “your line shuts off in 48 hours.” Real changes take months.
- A demand for payment, especially by gift card, wire, or app.
- A request for your Social Security number or bank login.
- A phone number that isn't the one on your bill.
- Pressure to “act now” or to decide on the spot.

No real phone company does any of those things. If a message hits even one of these notes, you don't owe it a response. Hang up, throw the letter in the folder as evidence if you like, and call the number on your bill to confirm the real situation.

WATCH OUT

Scammers can fake the name and look of a real company perfectly. The content is what gives them away: urgency, payment, and personal-information requests. Those three never come from a legitimate network-change notice.

10. Step Three — Check With PUCO

Ohio has a regulator that can help.

If your own carrier won't give you a straight answer, Ohio has a backstop: the Public Utilities Commission of Ohio, or PUCO. It's the state agency that oversees the phone and utility companies serving Ohioans. They field questions and complaints from residential customers, and they're a good resource when you feel like you're getting the runaround.

You can contact PUCO to ask whether a copper-retirement or discontinuance filing affects your area, and to raise a concern if a company isn't being clear with you. They won't pick a

phone service for you, but they can help you get accurate information and make sure your carrier is following the rules.

GOOD TO KNOW

PUCO is a neutral public agency, not a salesperson and not your phone company. There's no cost to contact them, and reaching out doesn't change your service — it just gets you information.

11. There's No Single Ohio Shutdown Date

Don't let anyone tell you otherwise.

I want to hammer this one home because it's the heart of every scam and a lot of needless worry: there is no single, announced date when landlines shut off across Ohio. It does not exist. The change is rolling out location by location, and each company files its own notices for its own areas on its own schedule.

That's actually good news for you. It means you almost always have warning, and it means anyone claiming a hard statewide deadline — especially one that requires you to pay or sign today — is either misinformed or trying to pull something. The real timeline is whatever your specific carrier tells you about your specific street.

WATCH OUT

"The Ohio landline shutoff date is coming, act now" is a scam script, not a fact. There is no such single date. Your carrier's answer for your street is the only timeline that's real.

12. What AT&T Offers Instead

If your carrier is AT&T.

If your bill says AT&T, here's roughly what they move people toward. AT&T has a home phone service that runs over internet or fiber rather than old copper — you may see it called AT&T Phone, and a fiber-based version sometimes called AT&T Phone — Advanced. Your existing handset plugs into their equipment, and your number comes along.

AT&T also steers some customers toward wireless home phone options, where a small base runs on the cellular network. Which path they offer depends on what they've built in

your area. When you call, ask specifically what they'd put your phone on, whether a battery backup is included, and whether the monthly cost changes after any promotional period.

TIP

Product names and prices change, so confirm the current offering with AT&T directly. The question that matters most stays the same: what runs my phone, and does it work in an outage?

13. What Windstream / Kinetic Offers

If your carrier is Windstream.

Windstream brands its service Kinetic, and they serve a good bit of the rural parts of the county. Where they've built out fiber, they move customers onto a fiber-based home phone — sometimes called Kinetic Voice — that runs alongside their internet. Your phone plugs into their equipment and your number stays the same.

Because they cover a lot of ground, their fiber build-out varies street to street. Some roads have it, some are still waiting. That's exactly why calling and asking about your specific address matters so much with Kinetic. Ask when fiber is expected on your road, what your phone will run on in the meantime, and whether a power-outage backup is part of it.

GOOD TO KNOW

If Kinetic fiber reaches your road, that's usually an internet upgrade too — faster and steadier than old DSL. The phone just rides along on the better line. Confirm current details with Kinetic.

14. What Frontier Offers

If your carrier is Frontier.

Frontier is another traditional local phone company that's been investing heavily in fiber. Where they've run it, they move home phone service onto that fiber line. The experience is much like the others: a small box or modem with a phone jack, your existing handset plugged in, and your number carried over.

As with everyone, the timing depends on whether fiber has reached your street. When you call Frontier, ask whether a discontinuance notice has been filed for your area, what your phone will run on, and how they handle keeping your phone alive during a power outage,

since fiber service needs electricity at the house.

TIP

Whatever carrier you have, always ask them to keep (port) your current number and not to cancel your old line until the move is finished. The number must stay active for the switch to work.

15. What Spectrum Offers

If your carrier is the cable company.

Spectrum is the cable company, and their home phone — Spectrum Voice — is a little different from the others, because it never ran on the old copper pair to begin with. It rides over the same cable line as your internet. So if you already have Spectrum phone, the copper shutdown mostly doesn't touch you; you're already on a modern line.

If you have Spectrum internet but a landline from a different company, adding Spectrum Voice is one option when your copper line is retired — your existing phone would plug into their modem. When you call, ask about the price after any promotion, whether unlimited U.S. calling is included, and — the big one for cable phone — what happens during a power or internet outage and whether a battery backup is available.

GOOD TO KNOW

Cable phone needs power and a working internet connection, so plan a battery backup if outages matter to you. Confirm current pricing and backup options with Spectrum.

16. Checking If You're Already Off Copper

You might have nothing to worry about.

A surprising number of folks who call me worried about the shutdown are already on a modern phone line and don't realize it. If you switched to a bundle, got fiber installed, or have cable phone, your dial tone may already come over the internet or fiber — in which case the copper retirement changes little or nothing for you.

- 1 Look at your bill for the words “digital,” “fiber,” or “VoIP” voice.
- 2 Check whether your phone plugs into a modem or box rather than a wall jack.
- 3 If a technician ran a new line to your house in recent years, you're likely on fiber.
- 4 When in doubt, ask your carrier: “Is my phone still on copper, or already digital?”

If you find out you're already on a modern service, wonderful — you can relax about the shutdown and just make sure you've got a power-outage backup. That's the one thing worth checking even on a newer line.

GOOD TO KNOW

Even if you're already off copper, confirm your 911 address is registered correctly and that you've got a plan for outages. Those two checks matter on any internet or wireless phone.

17. What to Do While You Wait

If a change is coming but not here yet.

Say you called, and your carrier tells you a change is coming to your area but there's no firm date yet. That's a comfortable spot to be in. You don't have to do anything drastic — just get ready so that when the notice comes, you can make a calm choice instead of a rushed one.

- Keep a folder with your bill, any letters, and the notes from your call.
- Read up on your replacement options so none of them are a surprise.
- Make a list of everything plugged into a phone jack — alarm, medical alert, fax.
- Note your current all-in monthly phone cost so you can compare fairly later.
- Check back with your carrier every few months, or when any letter arrives.

That's really all “getting ready” means. A folder, a list, and a rough idea of your options. When the day comes, you'll be the calmest person in the house about it.

GOOD TO KNOW

Waiting is a perfectly valid choice. Your copper line keeps working until your carrier actually retires it. You're allowed to simply be ready rather than switch early.

18. Don't Cancel Anything Yet

The one mistake that causes real trouble.

While you're checking and comparing, here's a rule to tape to the fridge: do not cancel your current phone service on your own. Not until a new service is set up and your number has been moved over. People sometimes cancel early thinking they'll save a little money, and it can cost them their phone number for good.

Your phone number can only be moved — “ported” — to a new company while the old line is still active. If you cancel first, the number can be released and lost. Let the new provider handle the move, confirm it's done, and only then is the old line closed. The companies do this every day; just let them run it in the right order.

WATCH OUT

Never cancel your old line to “get ahead” of the shutdown. Your copper keeps working until it's retired, and canceling early can lose your number. There's no prize for switching first.

19. If You Have DSL Internet Too

The phone and the internet may share the old line.

For some households, the copper line carries more than the phone — it also carries an older style of internet called DSL. If that's your setup, retiring the copper affects both at once. The good news is the replacement is almost always an upgrade: fiber or a newer service that's far faster and steadier than DSL.

When you call your carrier, say that your internet is on that same line and ask for the plan for both the phone and the internet together. Often they'll move you to fiber and set up a new phone over it in the same visit. Just make sure the phone piece and your outage backup don't get forgotten in the excitement about faster internet.

GOOD TO KNOW

If you're on DSL, the shutdown is often a hidden blessing — you end up with much better internet. Just hold the carrier to handling the phone and the backup, not only the speed.

20. Write Down What You Learn

A one-page record saves you later.

Every time you call or get a letter, jot the basics on one sheet of paper. It sounds fussy, but a month from now you won't remember who said what, and a clear record makes every later step easier — especially if a family member is helping you from out of town.

- Your carrier's name and the phone number from your bill.
- The date you called and the name of who you spoke with.
- What they said about copper on your street and any timeline.
- Whether your number will carry over and whether a backup is included.

- Any letters received, with their dates, kept in the same folder.

TIP

Keep that one sheet with this guide by the phone. If you ever call me for help, having it in front of you means we can sort things out in half the time.

21. Getting a Straight Answer From a Call Center

A few tricks for a smoother call.

Big phone companies have big call centers, and sometimes getting a clear answer takes a little patience. None of this is your fault — the systems are built for selling, not always for answering. A few small habits make the call go better.

- Call during the morning midweek if you can; waits are usually shorter.
- Say early on: “I’m asking about copper retirement on my street.”
- If the first person can’t help, politely ask for the department that handles network changes.
- Ask them to send any answer in writing or email, so you have a record.
- If you’re not getting anywhere, thank them, hang up, and try again — a different rep often knows more.

And if the whole phone-tree business wears you out, that’s a very normal feeling. It’s one of the top reasons people hand this to me. I don’t mind the hold music a bit.

GOOD TO KNOW

You’re allowed to end a confusing call and try again later. You never owe a call-center rep a decision on the spot, no matter how the script is written.

22. Beware the Doorstep Visit

Not everyone with a clipboard is who they say.

Along with letters and calls, the copper shutdown has brought door-to-door sales and the occasional outright scam. Someone may knock claiming your line is being shut off and they’re here to “upgrade” you — sometimes legitimate contractors, sometimes not. Either way, you are never obligated to decide at your own front door.

If someone comes to the door about your phone, it’s perfectly polite to say you’ll check with your carrier and get back to them. A real company is fine with that. Then call the number on

your bill to confirm whether anything they said is true. Never sign a contract or hand over account details to someone standing on your porch.

WATCH OUT

Pressure to sign or decide at the door is itself the warning sign. A genuine upgrade can always wait a day while you confirm it with your actual phone company.

23. Helping an Out-of-Town Parent Check

For the adult kids reading this.

A lot of the people who reach out to me are grown children trying to sort this out for a parent from another state. If that's you, the checking process is the same, but a couple of extra steps make it smoother when you're not in the house.

- Ask your parent to read you the company name off the top of their bill.
- Get on the phone with the carrier together, or have your parent add you as an authorized contact so you can call on their behalf.
- Have your parent set aside any letters so you can review them next visit.
- Agree on a backup way to reach them — usually a cell number — in case the home phone is ever down.

And remember you don't have to drive in to handle the hands-on part. I make house calls across Portage County and can be your eyes and hands at the parent's home while you stay in the loop by phone.

GOOD TO KNOW

Many carriers let a parent add a trusted family member to the account as an authorized contact. That one step makes every future call far easier for everyone.

24. A Few Plain Words to Know

The jargon in the letters, translated.

The letters and the call-center folks use terms that don't mean much to regular people. Here's a quick translation so nothing throws you.

- Copper / POTS — the old traditional landline wiring.
- Copper retirement — the company stopping the old copper and moving you to a newer line.

- Network change notice — the official filing that starts that process.
- Discontinuance — formally ending the old service in an area.
- Porting — moving your phone number to a new provider.
- VoIP / digital voice — your call carried over the internet.

TIP

Keep this little list with your folder. When a letter uses one of these words, you'll know exactly what it means and whether it needs action.

25. Questions I Get All the Time

Quick, plain answers.

Is my phone shutting off on a certain date? No — there's no single Ohio date. Only your carrier can tell you about your street, and the change comes with warning.

Do I have to switch when they retire copper? You'll need a replacement when your line is actually retired, but you choose which one, and you keep your number.

Is it expensive to find out? No. Checking your bill and calling your carrier costs nothing. Comparing options costs nothing. You only spend money if and when you choose a new service.

What if I get a scary letter? Don't act on it. Put it in your folder and call the number on your bill to confirm what's real.

GOOD TO KNOW

If your question isn't here, it's probably one I've answered many times. There's no charge to ask a question over the phone — just call.

26. Why This Is Happening Now

A little background so the letters make sense.

It helps to understand why your carrier is even bringing this up. The old copper phone network is expensive to maintain, and most of the country has long since moved to fiber, internet, and cell phones. The phone companies have wanted out of the copper business for years.

In the spring of 2026, the Federal Communications Commission passed an order that made it simpler and faster for carriers to retire old copper and formally discontinue the legacy service. That didn't flip a switch on anyone's phone — it streamlined the paperwork the companies file. The practical effect is that the pace has picked up, so more areas are seeing notices than a few years ago. But it's still a gradual, street-by-street process with its own rules and notice requirements.

GOOD TO KNOW

Carriers retiring lines that carry 911 have to begin a coordination process well in advance. So the safety piece isn't an afterthought — it's built into the rules your carrier has to follow.

27. Comparing Costs Before You Switch

Look at the all-in total, not the headline.

Once you know a change is coming, it's smart to understand what you pay now so you can compare honestly later. A traditional copper landline is often one of the pricier ways to have a phone once you add the line charge, long-distance, and the taxes and fees that pile on. Many people are paying for features they never use.

When you look at a replacement, compare the all-in monthly cost, not the headline number, and watch for promotional prices that jump after a year. I'm not going to print dollar figures here, because they go stale fast — but the exercise is simple and worth doing before you decide.

- Dig out last month's phone bill and find the true total, taxes included.
- Note which features you actually use: voicemail, caller ID, long distance.
- Compare the all-in cost of each option against that real number.
- Ask each provider what the price becomes after any promotion ends.

TIP

Prices change constantly, so confirm each provider's current pricing yourself — or let me pull the real figures for your situation on a visit, with no sales pitch attached.

28. When You've Got Your Answer

What the different results mean for you.

Once you've checked, you'll land in one of a few spots, and each one points to a clear next move. Here's how to read your result.

- “No change planned” — relax, keep your folder, check back in a year.
- “Change coming, no date” — get ready, compare options, no rush.
- “Notice already filed” — start choosing a replacement and plan the number move.
- “You're already digital/fiber” — just confirm 911 and an outage backup.

In every one of those cases, you're in control and you have time. That's the whole point of checking — to trade worry for facts, and facts for a calm plan.

TIP

Whichever result you got, the next guide to read is the one on your options — cable phone, a VoIP adapter, or a cellular base. Knowing the choices makes the decision easy when it comes.

29. The Safety Checks Not to Skip

Two things worth confirming on any phone.

No matter what you learn about the shutdown, two safety items are worth confirming now, because they matter on every kind of modern phone. I bring them up on nearly every visit because they're easy to overlook and important to get right.

First, 911. On an internet or wireless phone, your provider keeps a registered street address that goes to 911 when you call. Make sure it's correct. Second, your medical alert and alarm. Many older ones were built to dial out over copper and can quietly fail on a new line, so they need to be checked and tested with their monitoring companies before and after any switch.

WATCH OUT

Never assume a medical alert pendant or alarm panel “just works” on a new phone line. Call those companies and test it. This is too important to guess at — and keep a charged cell phone as your final way to reach 911.

30. Why I'm Happy to Make the Call With You

You don't have to do this part alone.

I wrote this so you'd know exactly how to check for yourself, and plenty of folks do it fine on their own. But sitting on hold, decoding a letter, and pressing a call-center rep for a real answer is genuinely tiring — and there's no shame at all in handing it off. It's a regular part of what I do.

I come to you, here in Portage County and the nearby towns. The first in-home visit is a flat ninety-nine dollars, and if something can be handled without a trip, I offer remote help too. If you're not completely happy with a visit, I'll make it right or refund it. No fine print.

TIP

When you call, my assistant Sophie may answer and take down the details so I can call you back. She's there so you always reach a friendly voice, not a dead end.

31. What I'd Tell My Own Neighbor

The short, honest version.

After 30+ years of professional experience helping folks with exactly this kind of change, here's the plain advice I'd give over the fence. Find the company name on your bill. Call the number printed there — nowhere else. Ask whether they're retiring copper on your street and by when. And don't let any letter, call, or doorstep visit rush you into paying or signing.

Do that, and you've turned a scary headline into a simple set of facts about your own home. There's no statewide date, your number comes with you, and you've got time to choose calmly. That's a good place to stand, and it's entirely within reach with one phone call.

GOOD TO KNOW

If any of this feels like a lot, that's normal. You can hand the whole thing to me — the call, the letters, and the plan — and I'll sort it out with you in one visit.

CHEAT SHEET

Everyday Cheat Sheet

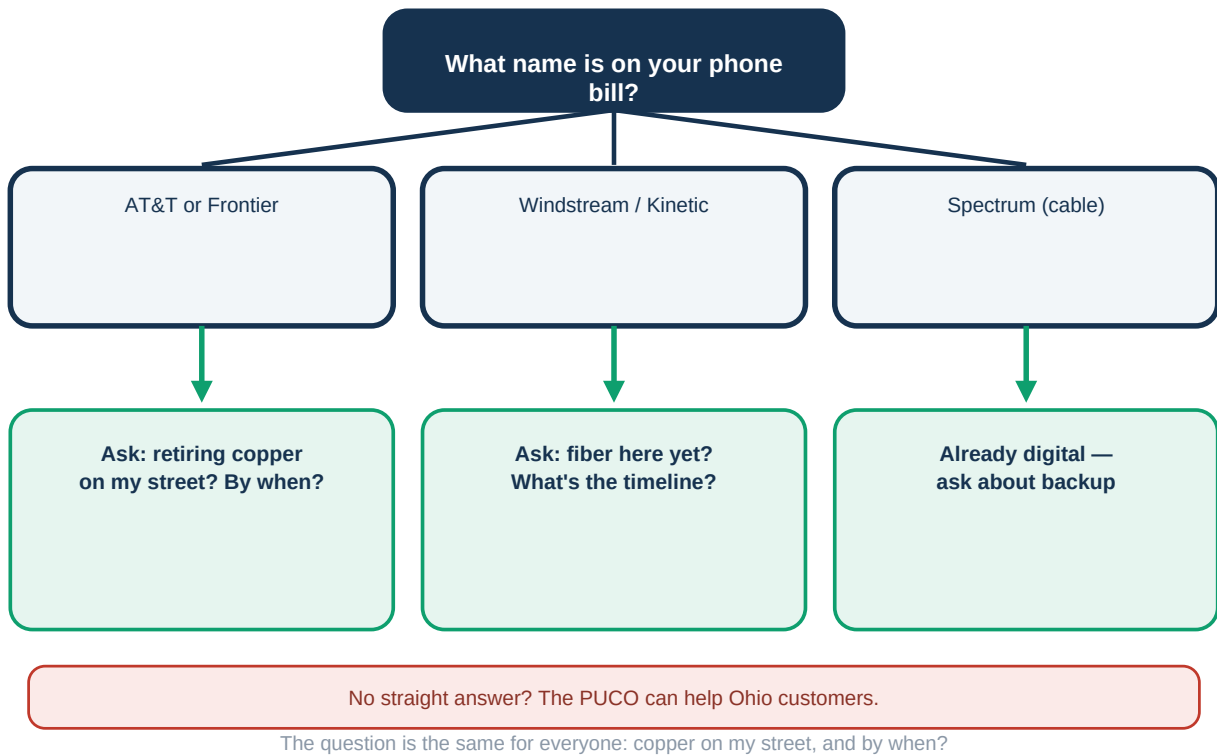
Keep this by the phone. I want to... Do this. Find out if I'm affected — read the company name off the top of your bill, then call the number printed on that bill and ask: are you retiring copper on my street, and by when? Spot a real letter — it mentions a “network change” or the FCC, gives months of notice, points to the company website, and asks for no money. Spot a scam — urgency, a demand for payment or your Social Security number, or a number that isn't on your bill. Get a neutral opinion — contact the Public Utilities Commission of Ohio (PUCO). Protect yourself — never cancel your old line first, keep your number by porting, and check your medical alert and alarm. Remember — there is NO single Ohio shutdown date. Get help — call Bill: (330) 200-8042.

AT A GLANCE

A Picture to Follow Along

Who's My Carrier, and What Do I Ask?

Start with the name on your bill



AT A GLANCE

A Second Look

Who Serves Portage County

The names you're most likely to see on a bill

	Type of service	Their home phone
Windstream / Kinetic	Phone + fiber	Kinetic Voice
AT&T	Phone + wireless	AT&T Phone
Frontier	Phone + fiber	Fiber voice
Spectrum	Cable internet	Spectrum Voice

If your bill shows a different name, the same questions still apply.

BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.



HOW I CAN HELP

Your Visit — and My Promise

In-home visit — \$99 flat for your first visit. No contracts and no surprise charges, and a 30-day follow-up is included.

Remote Support — \$49 for a screen-share session. I only connect with your permission, you watch the whole time, and you can end anytime. If I can't fix it over the screen-share, I refund the \$49 — and if it turns out you need me in person, that \$49 goes toward your visit. It's included free for Support Plan members (\$39/mo).

GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full \$99. No questions, no awkwardness. That's how I'd want to be treated.

Call or text **(330) 200-8042** · Book a visit: **billshometech.com/book** · **bill@billshometech.com**

This free guide is for general information only — not professional advice, and no substitute for your device's own manual. Any prices or outside products mentioned can change; please confirm current details before you buy. Please use your own good judgment and follow it at your own risk — for anything involving electricity, gas, water, or heights, stop and call a licensed professional. Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results. © 2026 Bill's Home Tech, LLC.